Ron T.

Ron Tuell

IT Director / Crime Analyst

Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, June 3, 2019 13:53
To: Anthony Haugh <ahaugh@haverhillpolice.com>; Ronald Tuell <rtuell@haverhillpolice.com>
Subject: Neighbors Portal: Introduction

Good Afternoon Deputy Chief Haugh and Ron,

My name is Anthony Modestine, I will be your new Coordinator moving forward with the Ring partnership program. I was hoping we could have some time this week to have a quick phone call and catch up.

I see that only Ron as logged into the Neighbors Portal and there hasn't been too much activity engagement as well. Since this platform is filled with Crime/Safety conscious residents I was hoping to get a game plan together with the department to start utilizing these residents!

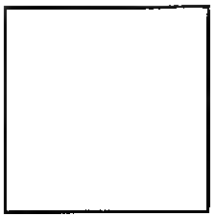
Thanks and I look forward to hearing from you.

Cell: 610.220.5432

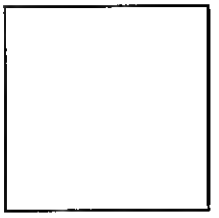
Anthony Modestine

Partner Success Associate
Anthony@ring.com

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.



Ron Tuell

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Wednesday, June 5, 2019 14:42
To: rtuell@haverhillpolice.com
Subject: Re: Donated Ring Devices

ring Neighbors Portal

Hi,

Hope this finds you well! Reaching out from the Neighbors team at Ring to you and a few other key partner agencies in hopes of better understanding what community programs you might have pending or currently active where the Neighbors app, donated Ring devices or some other related component of our partnership are involved.

We've seen a lot of great community safety programs from our law enforcement partners and support your commitment to connecting with residents using new and innovative means that serve to open up and broaden the conversation. We want to see what this looks like for your agency and others to help paint a broader picture among our partners, provide any additional support needed and ensure we're aligned on Ring user privacy and protection standards as they relate to these different programs.

Specifically, that Ring users and residents are not required to purchase a recording service or otherwise compelled to take action, share footage and information as a condition to receiving a donated device or otherwise

participating in programs led by Ring or our community partners.

Your agency's Partner Success Manager (aka primary Ring team contact) will be sure to follow-up with you directly in the next day or so to discuss further. In the meantime, feel free to email anthony.modestine@ring.com with any urgent questions, concerns or requests and your PSM will be on-hand to respond and assist.

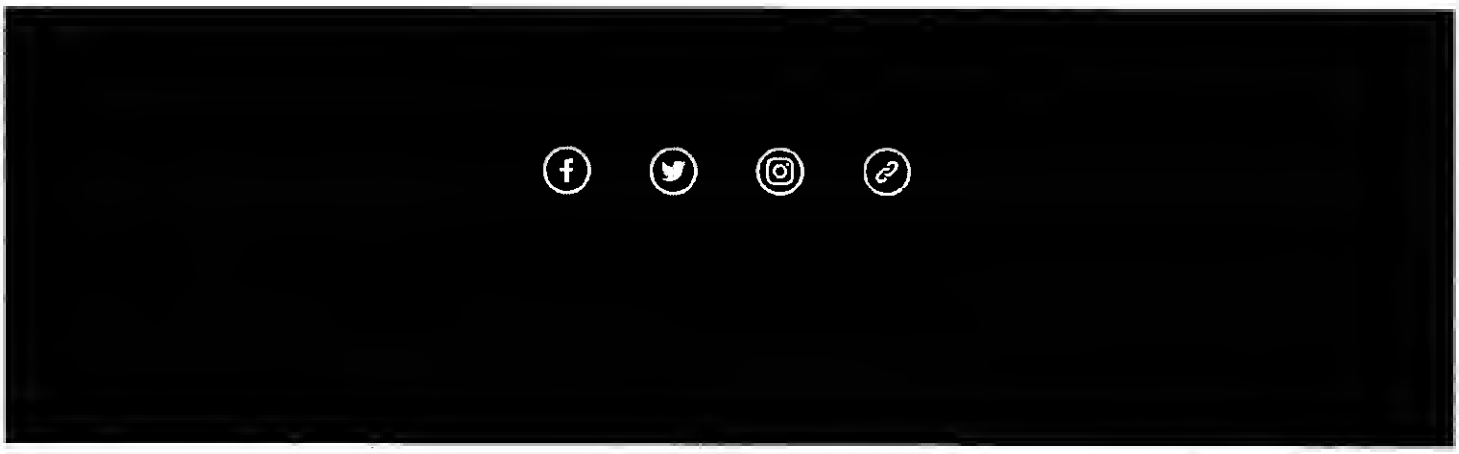
We look forward to learning more about what programs you're currently running or have planned, as well as any insights and best practices you wish to share from the process. We'll be ready to support and advise on any program updates needed to ensure key parameters are upheld and that partner-driven programs are ultimately as successful as possible.

Lastly, if you're not currently running any programs or public-facing campaigns related to Ring devices or the Neighbors app, nor do you plan to, simply email anthony.modestine@ring.com and let us know. Thank you in advance.

Best,

The Ring Neighbors Portal Team

Please direct your reply to anthony.modestine@ring.com



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Ron Tuell

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Monday, June 3, 2019 13:53
To: Anthony Haugh; Ronald Tuell
Subject: Neighbors Portal: Introduction

Good Afternoon Deputy Chief Haugh and Ron,

My name is Anthony Modestine, I will be your new Coordinator moving forward with the Ring partnership program. I was hoping we could have some time this week to have a quick phone call and catch up.

I see that only Ron as logged into the Neighbors Portal and there hasn't been too much activity engagement as well. Since this platform is filled with Crime/Safety conscious residents I was hoping to get a game plan together with the department to start utilizing these residents!

Thanks and I look forward to hearing from you.

Cell: 610.220.5432
Anthony Modestine
Partner Success Associate
Anthony@ring.com

---

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com

Download the Neighbors App.
Join the new neighborhood watch.

Ron Tuell

From: Anthony Modestine <anthony.modestine@ring.com>
Sent: Thursday, May 30, 2019 12:47
To: Ron Tuell
Cc: Dylan Judson
Subject: Re: Ring Neighbors Introduction

Thanks for the introduction Dylan.

Ron, I was hoping we could have a quick phone call to catch up and see if we get the Haverhill PD off the ground running with the Portal.

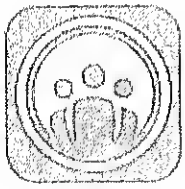
Do you have availability this week or early next for a call?

Thanks and I look forward to hearing from you.

Anthony Modestine
Partner Success Associate
Anthony@ring.com

ring

1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



Download the Neighbors App.
Join the new neighborhood watch.

On Thu, May 30, 2019 at 12:34 PM Dylan Judson <dylan.judson@ring.com> wrote:
Hello Ron,

I hope you had a great holiday weekend. I wanted to introduce you to a colleague of mine Anthony Modestine. Anthony is one of our implementation specialists who helps law enforcement with the portal following onboarding.

I will let you two take it from here, please let me know if you have any questions.

--

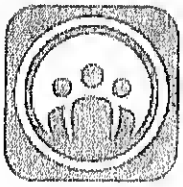
Dylan Judson

Partner Success Manager
339-225-0990
dylan.judson@ring.com

---

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Ring Neighbors Portal Resources
Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Thursday, May 30, 2019 12:35
To: Ron Tuell
Cc: Anthony Modestine
Subject: Ring Neighbors Introduction

Hello Ron,

I hope you had a great holiday weekend. I wanted to introduce you to a colleague of mine Anthony Modestine. Anthony is one of our implementation specialists who helps law enforcement with the portal following onboarding.

I will let you two take it from here, please let me know if you have any questions.

--

Dylan Judson

Partner Success Manager
339-225-0990
dylan.judson@ring.com

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Orlando Police to use Ring doorbell security systems to fight crime

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Thursday, May 30, 2019 12:23
To: rtuell@haverhillpolice.com
Subject: Read: Video Requests
Attachments: att06639.txt

Your message

To: Dylan Judson
Subject: Video Requests
Sent: 4/2S/19, 7:48:00 AM PDT

was read on S/30/19, 9:22:57 AM PDT

Ron Tuell

From: Ring Team <no-reply@ring.com>
Sent: Friday, May 17, 2019 16:39
To: rtuell@haverhillpolice.com
Subject: New Crime Alert: Wardhill home burglarized.

ring Neighbors Portal

Wardhill home burglarized.

crime

May 17 2019

A house right near Cedardale was burglarized today. If you live in the area, take caution.

Email intended for rtuell@haverhillpolice.com.

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ring

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Thursday, April 25, 2019 11:39
To: Ron Tuell
Cc: Anthony Modestine
Subject: Re: Video Requests

Ron,

You should now be able to request videos, post alerts, respond to comments and add new users. A few things moving forward.

1. Whenever you post a video request attach a corresponding alert to the area. This will reach out to not only Ring device owners but people who live in the area who might own additional security cameras.

2. Look to respond to posts from neighbors app users on the left hand side as we have seen a correlation between the opt in rate for video requests and share information to the amount of activity an agency posts and comments.

3. I have an example of an introductory post that all of our agencies send out so I would suggest putting this up to alert any users that you are on the app. See below:

Example LE POST.

Title:
Haverhill Police Joins Neighbors!

Address:
Enter in an exact address, I recommend a more central part of your jurisdiction(Exact address is never shown to the public)

Description:
Hello Haverhill Community! This is Ring Team Judson from the Haverhill Police Department. Our department is excited to be joining the Neighbors by Ring app in efforts to reduce crime in our Community. This app will allow the Haverhill Police to inform the community of real-time crime and safety events so you can always stay informed. The Neighbors by Ring App also allows you, the user, to see something share something directly with Haverhill Police. You do not need Ring devices to participate, anyone with any camera system can upload content to the Neighbors App! We are encouraging each and every one of you to spread the word out to the community about the Neighbors App. To download please text "haverhillma" to 555888. Remember if you see something share something and report it to the Haverhill Police # 555-555-5555

Thanks.
Ring Team Judson

Media:
If you are not posting any video/picture I recommend adding in the department's LOGO in this spot! It will make your post stand out more.

On Thu, Apr 25, 2019 at 8:19 AM Dylan Judson <dylan.judson@ring.com> wrote:
Absolutely I will make sure that you have full request capabilities and become and admin. This gives you the ability to request videos, post alerts and add new users.

Will follow up shortly.

On Thu, Apr 25, 2019 at 7:48 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Dylan,

I logged into my Ring portal and see that I am unable to request video as I am only a user. Is it possible to have more then one person that can request videos (admin)? If so can my level be changed so that I am able to request on behalf of the HPD.

Thanks in advance,

Ron T.

Ron Tuell

IT Director / Crime Analyst

Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

--

Dylan Judson

Partner Success Manager
339-225-0990
dylan.judson@ring.com

ring

1523 26th St.
Santa Monica, CA 90404
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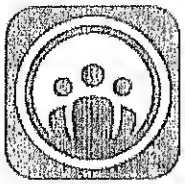

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Join the new neighborhood watch.

Ring Neighbors Portal Resources
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Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

--

Dylan Judson

Partner Success Manager
339-225-0990
dylan.judson@ring.com

---

ring

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Ron Tuell

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Sent: Thursday, April 25, 2019 11:19
To: Ron Tuell
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Will follow up shortly.

On Thu, Apr 25, 2019 at 7:48 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

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> IT Director / Crime Analyst
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> Haverhill Police Department
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> 40 Bailey Blvd.
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--

Dylan Judson

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339-225-0990
dylan.judson@ring.com

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Ron Tuell

From: Ring Team <no-reply@ring.com>
Sent: Friday, April 19, 2019 18:04
To: rtuell@haverhillpolice.com
Subject: New Neighbor Alert: Teens vandalized my car just off Lowell Ave

ring Neighbors Portal

/ car just off Lowell Ave

7d50eb9f149e1b00ca6b22fbc3722.mp4

VIEW ALERT

Email intended for rtuell@haverhillpolice.com.

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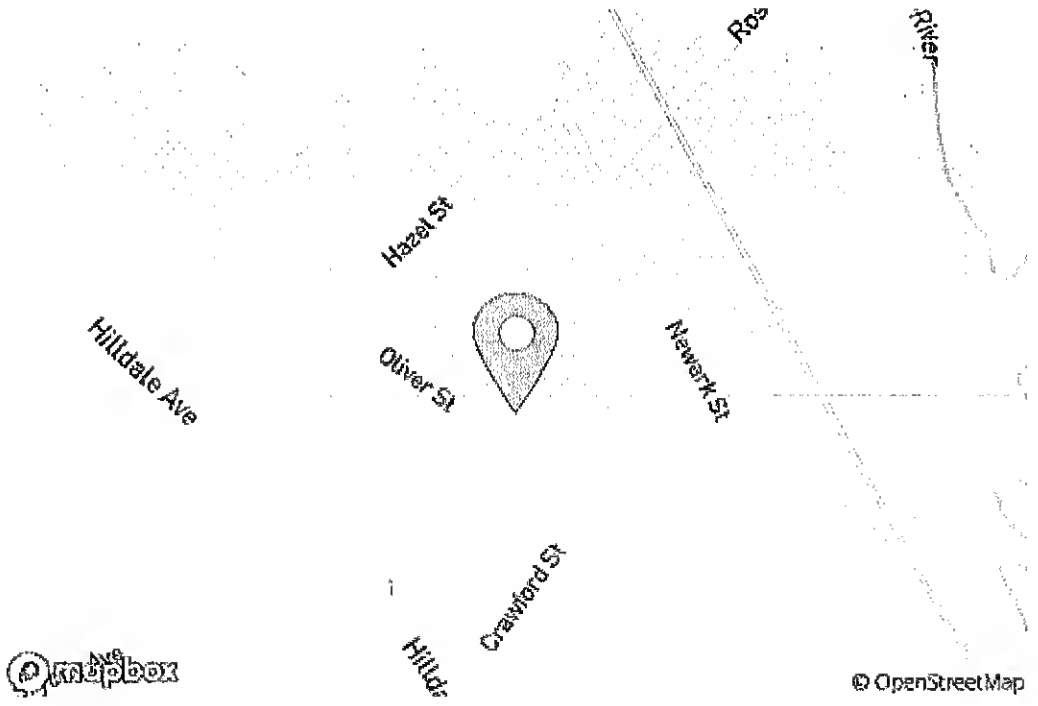
ring

Ron Tuell

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, April 17, 2019 17:09
To: rtuell@haverhillpolice.com
Subject: New Neighbor Alert: Cage thief (do you know this person?)

ring Neighbors Portal



Cage thief (do you know this person?)

crime

April 17 2019

So today at around 11:30am someone decided that it was ok to walk up to my in-laws front yard and walk off with a cage that does not belong to them. A little info real quick. They are having a squirrel issue and are trapping and relocating them. But back to the issue. This guy seen in the

video decided he now owns the squirrel and the cage now. They would be happy if he returned the cage, and they said he could keep the squirrel lol. Do you know this person?

Email intended for rtuell@haverhillpolice.com.

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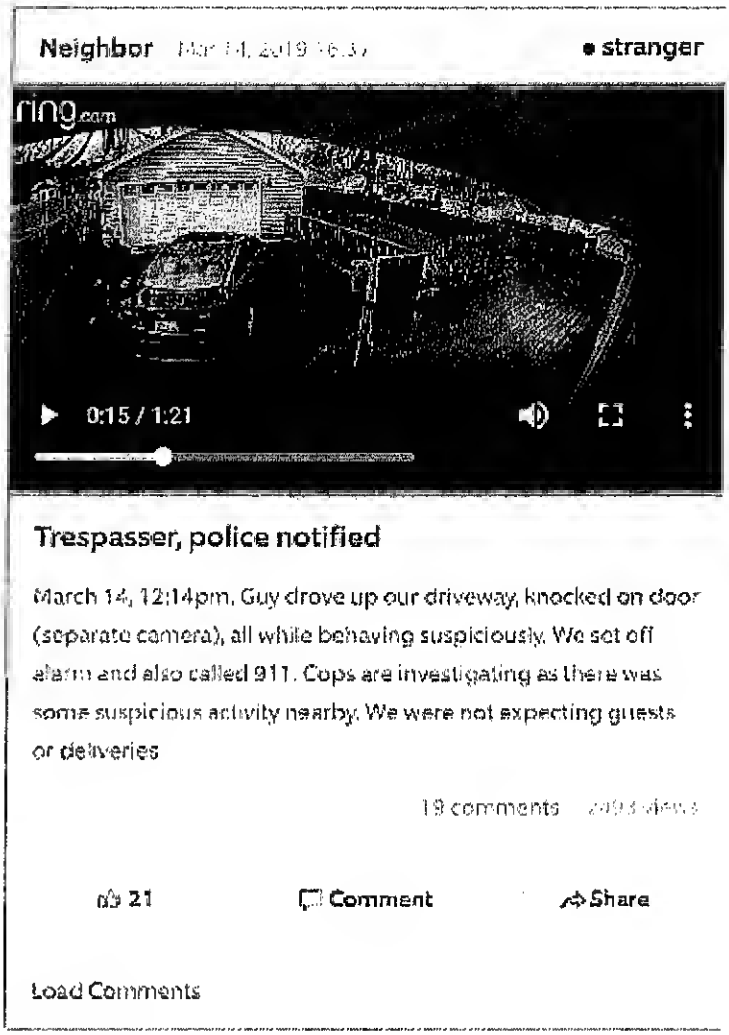
ring

Ron Tuell

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Thursday, April 4, 2019 15:45
To: rtuell@haverhillpolice.com
Subject: Success on Ring Neighbors Portal

ring Neighbors Portal

Shortly after receiving over 50 video submissions through the Neighbors Portal, an arrest was made on a burglary suspect through the collaborative efforts of the Rolling Meadows Police Department and neighboring agencies.



Last month, a resident's Ring device captured a person trespassing on his property. The homeowner immediately shared his video on the Neighbors App and contacted the Rolling Meadows Police Department. The Rolling Meadows Police Department saw it as a great opportunity to request additional recordings through the Video Request feature on the Neighbors Portal. One video recording in particular stood out which led to an arrest.

Read the Full Story

*Log in to Portal Required

*First time **logging in?** Reply to this email for assistance.*

Introduce us to your neighboring agencies. Send us your referrals by replying to this email or reach out to your Partner Success Manager directly.

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Ron Tuell

From:	Kaleigh Bueckert-Orme <kaleigh.bueckertorme@ring.com>
Sent:	Thursday, April 4, 2019 13:33
To:	rpistone@haverhillpolice.com; rtuell@haverhillpolice.com; Media; Dylan Judson
Subject:	Re: Draft Press Release - Haverhill Police Department
Attachments:	DRAFT RELEASE_Haverhill PD Joins Neighbors by Ring RING EDITS (1).docx

Hi Captain Pistone,

We wanted to check in to see if you had any questions regarding the press release. Let us know if we can help in anyway or answer any questions.

Thanks!
Kaleigh

On Fri, Mar 29, 2019 at 3:12 PM Kaleigh Bueckert-Orme <kaleigh.bueckertorme@ring.com> wrote:

> Hi Ron,
>
> Apologies on the delay here. Draft release attached with a few minor edits on our end shown in tracked changes.
>
> Pending those are ok by you, just let us know when you plan to distribute the final release and we're good to go!
>
> Let us know if you have any questions or need anything else.
>
> Thanks!
> Kaleigh
> --
> Kaleigh Bueckert-Orme, PR Coordinator
> ring
> kaleigh@ring.com
>
> LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
> Shark Tank: Shark Tank's Biggest Company (password: ring)
> LA Times: Ring modernized the doorbell, then went to war against crime
> USA Today: Police say crime drops with video doorbell

--

Kaleigh Bueckert-Orme
PR Coordinator
kaleigh@ring.com

ring

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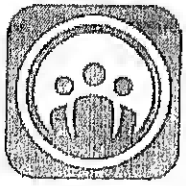
Santa Monica, CA 90404
www.ring.com



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Join the new neighborhood watch.

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, March 22, 2019 13:05
To: Ron Tuell
Subject: Re: Checking In

Hello Ron,

I was speaking with Morgan our Pr director and she had mentioned that she is in the process of finalizing the drafts for the press release. She mentioned they should be able to have everything finalized for an announcement next week. I will keep you posted.

Thank you for reaching out.

On Fri, Mar 22, 2019 at 8:57 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Dylan,
>
> Have not heard anything in awhile so was checking in to make sure you have everything from us.
>
> Thanks,
>
> Ron T,
>
> *Ron Tuell*
>
> IT Director / Crime Analyst
>
> Haverhill Police Department
>
> 40 Bailey Blvd.
>
> Haverhill, MA 01830
>
> P:978-373-1212 ext:1576
>
> F:978-373-3981

--

Dylan Judson
Partner Success Manager

ring

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Neighbors Portal Resources
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Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, March 22, 2019 13:04
To: rtuell@haverhillpolice.com
Subject: Read: Checking In
Attachments: att16099.txt

Your message

To: Dylan Judson
Subject: Checking In
Sent: 3/22/19, 8:57:00 AM PDT

was read on 3/22/19, 10:04:23 AM PDT

Ron Tuell

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, March 20, 2019 16:02
To: rtuell@haverhillpolice.com
Subject: New Neighborhood Alert

ring Neighbors Portal

New Neighborhood Alert

Watch out for this guy

This guy broke in my vehicles took money and all my belongings

View Alert

Email intended for rtuell@haverhillpolice.com.

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ring

Ron Tuell

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, March 12, 2019 16:40
To: rtuell@haverhillpolice.com
Subject: Have questions? We've got answers.

ring Neighbors Portal

Introducing the new Resources tab at the top of Neighbors Portal. This is our latest feature in Portal that serves as your new Resource Center. You'll find answers to the most commonly asked questions, training materials, best practices, success stories, and more. Here's a first look:

Learn Neighbors Portal 101	Ask Frequently Asked Questions
Share Spread the Word	Legal Important Information

View Resource Center

*Login to Portal Required

For any questions, reply to this email or reach out to your Account Manager directly.

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Ron Tuell

From: Ring Neighbors Portal Team <neighbors-portal@ring.com>
Sent: Tuesday, February 26, 2019 14:49
To: rtuell@haverhillpolice.com
Subject: Agencies Working Together

Agency Collaboration

Recently, four agencies in Kansas came together as a team to create safer communities through the Neighbors Portal. Since crime knows no jurisdiction, they realized they could best serve their communities by working together. Do you know of other agencies who are ready to join us in making communities safer? Send us your referrals to get them on board today.

Refer An Agency

Welcome Our Newest Agencies

Dozens of agencies across the country have started using Neighbors Portal to engage with their community members and aid in investigations.

We wanted to take a moment to introduce our newest law enforcement partners.

Houston PD - TX

Columbus PD - OH

Prince George's County PD - MD

Horry County PD - SC

Myrtle Beach PD - SC

Frisco PD - TX

Amarillo PD - TX

Surprise PD - AZ

Toms River PD - NJ

Quincy PD - MA

Broken Arrow PD - TX

Missouri City PD - TX

Castle Shannon PD - PA

Northern York County PD - PA

Hernando County SO - FL

The Colony PD - TX

Long Branch PD - NJ

Dunwoody PD - GA

El Portal PD - FL

Essex PD - VT

Baldwin Borough PD - PA

Stafford Township PD - NJ

Overland Park PD - KS

Olathe PD - KS

Lenexa PD - KS

Shawnee PD - KS

Wolcott PD - CT

Rocky River PD - OH

"We have chosen to become a part of the conversation that is already going on with the Neighbors app," "I think of it as a table; all of the neighbors in the neighborhood are sitting around a table; we have pulled up a chair to that table." - Sgt. Craig Herrmann, Shawnee PD, Kansas

First time logging into Portal? Reply to this email for assistance.

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Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, January 29, 2019 11:23
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up

Thank you for following up I appreciate it.

On Tue, Jan 29, 2019 at 5:20 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

I have mentioned it and was told he will get on it

From: Dylan Judson <dylan.judson@ring.com>
Sent: Monday, January 28, 2019 19:19
To: Ron Tuell <rtuell@haverhillpolice.com>
Subject: Re: Ring Account Manager Follow Up

Hi Ron,

Just circling back to see if you had any luck with Captain Doherty.

Best,

Dylan Judson

On Fri, Jan 25, 2019 at 11:34 AM Dylan Judson <dylan.judson@ring.com> wrote:

Thank you!

On Fri, Jan 25, 2019 at 11:33 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

I will follow up with him.

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 25, 2019 13:44
To: Ron Tuell <rtuell@haverhillpolice.com>
Subject: Re: Ring Account Manager Follow Up

Hello Ron,

I wanted to reach out again as I have reached out to Captain Doherty with the press materials so we can take the portal live. Until the press release goes out the portal is effectively in demo mode. Would you please reach out to him at your convenience to make sure he received our emails.

Thank you so much for all of your help.

Dylan Judson

On Wed, Jan 16, 2019 at 10:57 AM Dylan Judson <dylan.judson@ring.com> wrote:

> Hey Ron,
>
> I just want to make sure the correct link is working for you to login to the meeting I have setup for the screen share.
>
> https://www.uberconference.com/dylanjudson
>
> On Wed, Jan 16, 2019 at 9:24 AM Dylan Judson <dylan.judson@ring.com> wrote:
>
> > I have sent you this user guide for the presentation as well so people can follow along.
> >
> > On Wed, Jan 16, 2019 at 8:42 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:
> >
> > > Dylan,

Portal Spreadsheet.

PIO – Capt. Steve Doherty – 978-722-1549 – sdoherty@Haverhilpolice.com

Ron T.

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 11, 2019 16:32
To: Ron Tuell <rtuell@haverhillpolice.com>; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring Account Manager Follow Up

Hello Everyone,

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Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, January 29, 2019 11:23
To: rtuell@haverhillpolice.com
Subject: Read: RE: Ring Account Manager Follow Up
Attachments: att10245.txt

Your message

To: Dylan Judson
Subject: RE: Ring Account Manager Follow Up
Sent: 1/29/19, 5:20:00 AM PST

was read on 1/29/19, 8:22:43 AM PST

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Monday, January 28, 2019 19:20
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up

Hi Ron,

Just circling back to see if you had any luck with Captain Doherty.

Best,

Dylan Judson

On Fri, Jan 25, 2019 at 11:34 AM Dylan Judson <dylan.judson@ring.com> wrote:
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Ron Tuell

From: Ring Neighbors Portal <neighbors.portal@ring.com>
Sent: Friday, January 25, 2019 19:21
To: Rtuell
Subject: Neighbors Portal Feature Update

We're constantly looking for ways to improve the Neighbors Portal, not only for our law enforcement partners, but the civilians that we collectively serve.

As part of those efforts, we're proud to announce that we've made some enhancements to the Request Video feature. Specifically, the camera map interface will now be shown as a heat-map.

The important part is that the core functionality has not changed. This is simply an aesthetic update aimed at providing a better experience.

In terms of how you use/interact with the Request Video feature, you should still be requesting videos from areas that you feel can help provide actionable intelligence, and/or evidence for active investigations. The look and feel of the map should not change the specific area for which you choose to focus your investigation.

You can view these changes by signing into the Neighbors Portal here. If you have any questions please reply to this email to contact your Account Manager.

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 25, 2019 14:48
To: rtuell@haverhillpolice.com
Subject: Read: RE: Ring Account Manager Follow Up
Attachments: att14898.txt

Your message

To: Dylan Judson
Subject: RE: Ring Account Manager Follow Up
Sent: 1/25/19, 11:33:00 AM PST

was read on 1/25/19, 11:48:20 AM PST

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From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 25, 2019 14:34
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up

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Sent:	Wednesday, January 16, 2019 17:28
To:	ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Ron Tuell; sdoherty@haverhillpolice.com
Subject:	Ring Neighbors Portal Guide Haverhill MA
Attachments:	Neighbors Portal User Guide.pdf

Hello Everyone,

Thank you for attending the Neighbors Portal Training today. Moving forward please send this to anyone you would like to have on the Neighbors Platform.

Below is a reference guide that includes login info, key takeaways from training, and special discounts for law enforcement -- also attached as a PDF, so that you can download and store on your computer. Please don't hesitate to reach out to me with questions at any time! Here's how to get started:

Quick Start

**Please access the Neighbors Portal using Firefox, Chrome, or Edge. IE is not compatible.*

First time logging in:

1. Check your inbox for an email from Ring Team
2. Click Join Portal
3. Follow the prompts to create your account
4. Bookmark https://nw.ring.com/ for quick, easy access to Neighbors Portal

Returning users:

1. Using either Firefox, or Google Chrome, go to https://nw.ring.com/
2. Enter your login credentials

Key Takeaways

1. **Engage on Portal.** The more your community sees your involvement, the more effective Portal features become when interacting with them.
2. **Join an Alert Zone.** Let us deliver the most important crime related posts directly to your inbox. Joining an Alert Zone is easy:
    1. Sign in → click on the blue profile icon in the upper right corner → **My Profile**
    2. Click **Select Alert Zone**
    3. Choose an **Alert Zone**
3. **Anyone Can Use Neighbors.** Neighbors is a free app that anyone can download and use. Portal grows in value with each resident that downloads the Neighbors app.

Questions?

For technical support and/or feedback, contact your Account Manager, **Dylan Judson** at Dylan.Judson@ring.com or **339-225-0990**

Special Offers for Law Enforcement

1. Download the Neighbors app free at https://download.ring.com/haverhill **or text haverhillma to 555888**
2. Get **$50 off** of eligible Ring Video Doorbells, Security Cams, and our Ring Alarm when you shop at Ring.com. Use discount code:**NBHAVERHILL** and be sure to check out using your department email address **(ahaugh@haverhillpolice.com)**

*Discount does not apply towards accessories and/or already discounted devices, including but not limited to Ring Video Doorbell Classic

Feedback?
The Neighbors Portal Team would appreciate hearing your feedback. Please click here for a quick survey to submit your thoughts.

--

Dylan Judson
Account Manager

ring

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Wednesday, January 16, 2019 13:58
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up

Hey Ron,

I just want to make sure the correct link is working for you to login to the meeting I have setup for the screen share.

https://www.uberconference.com/dylanjudson

On Wed, Jan 16, 2019 at 9:24 AM Dylan Judson <dylan.judson@ring.com> wrote:
I have sent you this user guide for the presentation as well so people can follow along.

On Wed, Jan 16, 2019 at 8:42 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Dylan,

Portal Spreadsheet.

PIO – Capt. Steve Doherty – 978-722-1549 – sdoherty@Haverhilpolice.com

Ron T.

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 11, 2019 16:32
To: Ron Tuell <rtuell@haverhillpolice.com>; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Morgan Culbertson <morgan.culbertson@ring.com>
Subject: Re: Ring Account Manager Follow Up

Hello Everyone,

I just wanted to circle back prior to next week just a few last things for onboarding. I will be sending out a link later that will have the invitation for the remote onboarding. It will be in webinar format and will be very interactive so feel free to ask any questions that pop up.

I also wanted to make sure that the announcement of the partnership was going on with Morgan our pr specialist. I have ccd her on the email.

Last but not least I still need a list of the portal users that you would like to have access to the account prior to the portal going live next week. The email above should have necessary attachment with the excel sheet with requested information.

Please let me know if you have any questions

Dylan

On Mon, Dec 17, 2018 at 6:15 PM Dylan Judson <dylan.judson@ring.com> wrote:

> Hello Everyone,
>
> Thanks for hopping on with us earlier!
>
> After going through my schedule I have concluded that a remote on boarding would be the best and quickest option for you. We are going to setup a webinar training and it will be interactive so any questions during the process we can make sure to answer.
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>
> **1. Onboarding**
>
> **a) Potential Remote On boarding Date: Wednesday 16th***

Recommended schedule below:

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(Potential Session 2) @ 4:30pm - Attendees: RTCC, CID, analysts, general, etc.

(90 minutes)

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c) Browser Access Testing - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) **Seed Units** - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

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Dylan Judson

Account Manager

ring

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Santa Monica, CA 90404

Dylan.Judson@ring.com

Cell: (339) 225 0990

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Ron Tuell

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, January 16, 2019 12:42
To: rtuell@haverhillpolice.com
Subject: You've been invited to join Ring Neighbors Portal

You've been invited to join Ring Neighbors Portal.

Ring invites you to join the Haverhill Police Department in the Ring Neighbors Portal.

Neighbors Portal provides the Haverhill Police Department with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

Join Portal Now

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers. Unfortunately, Internet Explorer is currently not supported.

Email intended for rtuell@haverhillpolice.com.

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ring

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From: Ring Team <no-reply@ring.com>
Sent: Wednesday, January 16, 2019 12:39
To: rtuell@haverhillpolice.com
Subject: You've been invited to join Ring Neighbors Portal

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Neighbors Portal provides the Haverhill Police Department with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

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ring

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Wednesday, January 16, 2019 12:24
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up
Attachments: Neighbors Portal User Guide.pdf

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On Wed, Jan 16, 2019 at 8:42 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Dylan,
>
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Account Manager

ring

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Dylan.Judson@ring.com

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Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Wednesday, January 16, 2019 11:59
To: rtuell@haverhillpolice.com
Subject: Read: RE: Ring Account Manager Follow Up
Attachments: att27558.txt

Your message

To: Dylan Judson
Subject: RE: Ring Account Manager Follow Up
Sent: 1/16/19, 8:42:00 AM PST

was read on 1/16/19, 8:58:34 AM PST

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, January 11, 2019 16:33
To: Ron Tuell; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Morgan Culbertson
Subject: Re: Ring Account Manager Follow Up

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ring

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Santa Monica, CA 90404

Dylan.Judson@ring.com
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Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Friday, December 28, 2018 17:27
To: rtuell@haverhillpolice.com
Subject: Read: RE: Ring Account Manager Follow Up
Attachments: att21124.txt

Your message

To: Dylan Judson
Subject: RE: Ring Account Manager Follow Up
Sent: 12/27/18, 7:27:00 PM PST

was read on 12/28/18, 2:27:19 PM PST

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, December 18, 2018 15:35
To: rtuell@haverhillpolice.com
Subject: Read: RE: Ring Account Manager Follow Up
Attachments: att17388.txt

Your message

To: Dylan Judson
Subject: RE: Ring Account Manager Follow Up
Sent: 12/18/18, 5:27:00 AM PST

was read on 12/18/18, 12:34:28 PM PST

Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, December 18, 2018 15:26
To: Ron Tuell
Cc: sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Bradley Wentlandt; Morgan Culbertson
Subject: Re: Ring Account Manager Follow Up

Hey Ron,

Directly from our team we need the actual shapefiles instead of just the pictures. Usually this comes in a zipped folder with all the shapefile components in it.

Thank you,

Dylan

On Tue, Dec 18, 2018 at 5:29 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Dylan,
>
> Will the attach work for your shape files or do you need a different format?
>
> Sincerely,
>
> Ron T.
>
> *Ron Tuell*
>
> IT Director / Crime Analyst
>
> Haverhill Police Department
>
> 40 Bailey Blvd.
>
> Haverhill, MA 01830
>
> P:978-373-1212 ext:1576
>
> F:978-373-3981

From: Dylan Judson <dylan.judson@ring.com>
Sent: Monday, December 17, 2018 21:15
To: rtuell@haverhillpolice.com; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Cc: Bradley Wentlandt <bradley.wentlandt@ring.com>; Morgan Culbertson <morgan.culbertson@ring.com>
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Ron Tuell

From: Dylan Judson <dylan.judson@ring.com>
Sent: Tuesday, December 18, 2018 14:22
To: Ron Tuell
Subject: Re: Ring Account Manager Follow Up

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> Dylan,
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> Will the attach work for your shape files or do you need a different format?
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> Sincerely,
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To: rtuell@haverhillpolice.com; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com;

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Cc: Bradley Wentlandt <bradley.wentlandt@ring.com>; Morgan Culbertson <morgan.culbertson@ring.com>
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Attachments: Portal User Setup.xlsx

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Recommended schedule below:

Session 1 @ 02:00pm - Command Staff, PIO, Existing social media users, community outreach team etc. (90 minutes)

(Potential Session 2) @ 4:30pm - Attendees: RTCC, CID, analysts, general, etc.
(90 minutes)

b) Scheduling - Once confirmed, please send out a calendar invite to the team and copy myself + Morgan. Below is some messaging for sending out calendar invites--feel free to adapt as you see fit:

"Team,

We will be partnering with home-security company Ring.com, to utilize a platform they've created specifically for law enforcement called the "Neighbors Portal". Here's a quick video explaining how it works.

The Neighbors Portal will allow us to post and comment directly to the Neighbors App, send out real-time crime and safety alerts, and request footage from Ring users for investigative purposes.

Ring will be joining us on [Date] to train our department on the tool so please keep an eye out for a calendar invite. If you're able to make it, ***please accept the invite*** *so we can get an accurate headcount for training materials."*

2. Portal Requirements

a) **Beats map** - Please send us a map of your different beats/patrol areas so I can create alert zones for your users. This can be in any format, including PDF, as long as each beat/zone is clearly labeled.

b) **Account Provisioning** - Attached is an Excel doc outlining the data points needed to provision users. Please add everyone you sent an invite to (that would potentially need an account) and send it back our way before the scheduled onboarding. Accounts will not be provisioned until after the onboarding. Please let us know if you have any questions on this.

c) **Browser Access Testing** - Once portal has been created, we will send you an invite to test your access on Google Chrome, Firefox or Edge.

3. Miscellaneous

a) **Seed Units** - We'll send 10 cameras to your attention and follow up with a shipping confirmation when I have it.

Let me know if I forgot anything!

--

Dylan Judson
Account Manager

ring

1523 26th St
Santa Monica, CA 90404

Dylan.Judson@ring.com
Cell: (339) 225 0990

Ring Partners with LAPD to Reduce Crime in Wilshire Park
Cape Coral PD partners with Ring to crack down on crime
Orlando Police to use Ring doorbell security systems to fight crime

Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Thursday, December 13, 2018 14:22
To: Ron Tuell
Cc: sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com; Morgan Culbertson; Dylan Judson
Subject: Re: Pre-Onboarding Call

Sirs,

We're excited to move forward with our Haverhill partnership!

I want to introduce you to your Account Manager, Dylan Judson and our PR Coordinator, Morgan who are copied on this email.

Our next step will be to set up a call for us to all connect. We should ensure all the key stakeholders are included on the call so everyone is on the same page.

The people we ask to be included on this call would be (we understand the same person may fill more than one role):

1. Partnership POC - our main point of contact going forward (Ron)

2. Captain Doherty as the Press/Media Coordinator - He will work with Morgan from our team to coordinate the initial partnership announcement and ongoing PR moving forward.

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2)....?

4. Investigative Coordinator - the resident expert when the department wants to send a video request, trained on best practices for ensuring the maximum participation and sharing of video (Captain Pistone?).

5. Community Relations Coordinator - person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc.

It would be ideal to have all these folks on the call but essential to have them present at the actual onboarding. Involvement by each of these groups is essential for active community participation (specifically on video requests) and overall long-term success of the partnership.

We've scheduled the onboarding call for Monday at Noon. I'll be sending a calendar invite shortly.

Brad

Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Wednesday, December 12, 2018 18:40
To: Ron Tuell; sdoherty@haverhillpolice.com; ahaugh@haverhillpolice.com; rpistone@haverhillpolice.com
Subject: Re: Pre-Onboarding Call

Hey Haverhill Team!

I'm tentatively holding Monday at Noon on my calendar for a pre-onboarding conference call. If we can get the call in on Monday we could potentially do your onboarding as early as January 7. The call will be less than 30 minutes.

Brad

On Tue, Dec 11, 2018 at 6:25 PM Bradley Wentlandt <bradley.wentlandt@ring.com> wrote:

> How about Monday at noon? The key stakeholders will need to be on the call. No more than 30 minutes.
>
> --
> Brad Wentlandt
> Law Enforcement Liaison/Territory Manager
> ring
> 1523 26th St
> Santa Monica, CA 90404
> 414-940-1676
> bw@ring.com
>
> LAPD Crime Study: Ring Partners with LAPD to Reduce Crime in Wilshire Park
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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Thursday, December 6, 2018 16:52
To: rtuell@haverhillpolice.com
Subject: Re: Ring Follow Up and Next Steps

Couple things to think about over then next few days. We need to identify who is going to handle the various aspects of the portal roll out.

1. Partnership POC - main point of contact(s) for the Ring partnership YOU?

2. Press/Media Coordinator - typically the PIO who would work with Morgan from our team to coordinate the initial partnership announcement and ongoing PR moving forward. STEVE?

3. Social Media Coordinator - person(s) in the department who manages comments on Facebook, Twitter, NextDoor, etc (if different from #2) ???

4. Investigative Coordinator - your resident expert when the department wants to send a video request. This person will be trained on best practices for ensuring the maximum participation and sharing of video. RON?

5. Community Relations Coordinator - person who oversees the team that interfaces with the community at events, HOA meetings, Neighborhood Watch meetings, etc. ???

Let me know your thoughts.

Brad

On Thu, Dec 6, 2018 at 4:34 PM Bradley Wentlandt <bradley.wentlandt@ring.com> wrote:

This is great Ron!

I'l forward to our legal for signature then we'll set up an onboarding schedule.

Brad

On Thu, Dec 6, 2018 at 3:39 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Brad,

Signed MOU.

Thanks,

Ron T.

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Wednesday, December 5, 2018 23:04
To: Ron Tuell <rtuell@haverhillpolice.com>
Subject: Ring Follow Up and Next Steps

Ron,

Thanks so much for your time today and for getting the command staff together for the presentation. A copy of the MOU is attached. Please have the chief review and let me know next steps (does it require council/commission vote?)

To recap (some talking points):

The Neighbors by Ring app, is a free smartphone app that allows neighbors to participate in a digital neighborhood watch:

- upload crime and safety related videos from any platform (does not have to be Ring video)
- comment on posts from Neighbors app users
- does not require any purchase - does not require that the citizen own a Ring device

The Ring Law Enforcement Portal, is a free service for law enforcement that provides:

- access to the videos and crime/safety related posts on the Neighbors app
- ability to post geographically specific, hyper-local alerts to Ring owners and users of the app
- a map of Ring devices in your community (exact locations obscured for privacy)
- ability to request videos directly from Ring users.
- management of videos shared by users.

Ring will donate devices to the department and provide ongoing support through donation, device subsidies and community engagement.

Brad

Brad Wentlandt

Law Enforcement Liaison/Territory Manager

ring

1S23 26th St

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- management of videos shared by users.

Ring will donate devices to the department and provide ongoing support through donation, device subsidies and community engagement.

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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Wednesday, December 5, 2018 23:04
To: Ron Tuell
Subject: Ring Follow Up and Next Steps
Attachments: Haverhill.docx

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To recap (some talking points):

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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Wednesday, December 5, 2018 15:55
To: Ron Tuell; Sdoherty@haverhillpolice.com
Subject: Test Units

Just because it was easier for me ;)

I shipped TWO units to Ron. One for you and one for 5teve.

Brad

--
Brad Wentlandt
Law Enforcement Liaison/Territory Manager
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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Thursday, November 29, 2018 1S:01
To: Ron Tuell
Subject: Re: Scheduling In-Person Meeting

Will go out within 24 hours.

On Thu, Nov 29, 2018 at 1:S4 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Brad,
>
> Can you just give me a heads up when email goes out if possible? This way I can relay to Chief so does not get misplaced.
>
> Thanks,
>
> Ron T.
>
> **From:** Brad Wentlandt <bradley.wentlandt@ring.com>
> **Sent:** Thursday, November 29, 2018 10:54
> **To:** Ron Tuell <rtuell@haverhillpolice.com>
> **Subject:** Re: Scheduling In-Person Meeting
>
> Just need his email
>
> Sent from my iPhone
>
> On Nov 29, 2018, at 10:50 AM, Ron Tuell <rtuell@haverhillpolice.com> wrote:
>
> > Bradley
> >
> > Just want to check Chief is good with doorbell so that I can let him know.
> >
> > Thanks

Ron T.

Pardon any grammar or misspellings using voice to text.

On Mon, Nov 26, 2018 at 2:32 PM -0500, "Bradley Wentlandt" <bradley.wentlandt@ring.com> wrote:

> Regarding the free doorbell, to get the email you had to have RSVP'd for the event.
>
> What does the chief want. I'll sent it.
>
> On Mon, Nov 26, 2018 at 12:34 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:
>
> > Let me check with my Capt and get back to you today.
> >
> > **From:** Bradley Wentlandt <bradley.wentlandt@ring.com>
> > **Sent:** Monday, November 26, 2018 12:08
> > **To:** rtuell@haverhillpolice.com
> > **Subject:** Re: Scheduling In-Person Meeting
> >
> > Could we do the morning of the 5th (next Wednesday?).
> >
> > On Mon, Nov 26, 2018 at 8:10 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:
> >
> > > Brad,
> > >
> > > Sorry saw the message and totally slipped my mind. What does your December look like? Also I have a question for you at the IACP the Deputy and the Chief signed up to go to the party with Shaq. But I guess the lines were really long and so the Deputy got an email for a free Ring Doorbell, only the Chief did not get his, was wondering if you knew of why only one did and not the other?
> > >
> > > Thank in advance and look forward to speaking with you,
> > >
> > > Ron T.

Ron Tuell

IT Director / Crime Analyst

Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Friday, November 9, 2018 22:41
To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

Hi Ron,

Do you think we could set something up for the morning of Tuesday, November 20th? I'm going to be in the Boston area that day.

Brad Wentlandt
Law Enforcement Liaison/Territory Manager

ring

1523 26th St
Santa Monica, CA 90404
414-940-1676
bradley.wentlandt@ring.com

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USA Today: Police say crime drops with video doorbell

On Oct 25, 2018, at 5:20 PM, Steve Sebestyen <steve.sebestyen@ring.com> wrote:

Ron - I want to introduce you to Brad Wentlandt, our most recent and first former law enforcement hire. Brad has over 30 years of experience and is a tasked with helping build our law enforcement relationships across the eastern seaboard. Brad will be reaching out to you to schedule a meeting and hopefully coordinate a number of the agencies nearby as you and I discussed.

Depending on the timing, I may attend; however, you are in great hands with Brad!!

--

Thanks and stay safe,

Steve Sebestyen

VP of Business Development and Public Safety Evangelist

IACP Member 2144486

ring

1S23 26th St

Santa Monica, CA 90404

ss@ring.com

www.linkedin.com/in/stevesebestyen

www.twitter.com/in/stevesebestyen

Mobile: (203) 604-6963

As seen on:

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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Thursday, November 29, 2018 15:00
To: rtuell@haverhillpolice.com
Subject: Read: RE: Scheduling In-Person Meeting
Attachments: att19604.txt

Your message

To: Bradley Wentlandt
Subject: RE: Scheduling In-Person Meeting
Sent: 11/29/18, 1:52:00 PM EST

was read on 11/29/18, 3:00:22 PM EST

Ron Tuell

From: Brad Wentlandt <bradley.wentlandt@ring.com>
Sent: Thursday, November 29, 2018 10:54
To: Ron Tuell
Subject: Re: Scheduling In-Person Meeting

Just need his email

Sent from my iPhone

On Nov 29, 2018, at 10:50 AM, Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Bradley
>
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> > > **To:** rtuell@haverhillpolice.com
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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Wednesday, November 28, 2018 12:16
To: Ron Tuell
Subject: Re: Scheduling In-Person Meeting

Are we good for the fifth at 9 AM?

On Mon, Nov 26, 2018 at 2:48 PM Bradley Wentlandt <bradley.wentlandt@ring.com> wrote:
10-4

On Mon, Nov 26, 2018 at 2:47 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Brad,

He and the Deputy both RSVP, the Battery option would be the choice. As far as the 5th let's go with it, as Capt will pop in if he can.

Thanks,

Ron T.

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
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Haverhill Police Department

40 Bailey Blvd.

Haverhill, MA 01830

P:978-373-1212 ext:1576

F:978-373-3981

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Friday, November 9, 2018 22:41
To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

Hi Ron,

Do you think we could set something up for the morning of Tuesday, November 20th? I'm going to be in the Boston area that day.

Brad Wentlandt
Law Enforcement Liaison/Territory Manager
ring
1523 26th St
Santa Monica, CA 90404
414-940-1676
bradley.wentlandt@ring.com

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> Depending on the timing, I may attend; however, you are in great hands with Brad!!
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> Thanks and stay safe,
>
> Steve Sebestyen
>
> VP of Business Development and Public Safety Evangelist
>
> IACP Member 2144486
>
> ring
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> 1523 26th St

Santa Monica, CA 90404

ss@ring.com

www.linkedin.com/in/stevesebestyen

www.twitter.com/in/stevesebestyen

Mobile: (203) 604-6963

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Ron Tuell

From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Monday, November 26, 2018 14:49
To: Ron Tuell
Subject: Re: Scheduling In-Person Meeting

10-4

On Mon, Nov 26, 2018 at 2:47 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:

> Brad,
>
> He and the Deputy both RSVP, the Battery option would be the choice. As far as the 5th let's go with it, as Capt will pop in if he can.
>
> Thanks,
>
> Ron T.
>
> **From:** Bradley Wentlandt <bradley.wentlandt@ring.com>
> **Sent:** Monday, November 26, 2018 14:34
> **To:** rtuell@haverhillpolice.com
> **Subject:** Re: Scheduling In-Person Meeting
>
> Regarding the free doorbell, to get the email you had to have RSVP'd for the event.
>
> What does the chief want. I'll sent it.
>
> On Mon, Nov 26, 2018 at 12:34 PM Ron Tuell <rtuell@haverhillpolice.com> wrote:
>
> > Let me check with my Capt and get back to you today.
> >
> > **From:** Bradley Wentlandt <bradley.wentlandt@ring.com>
> > **Sent:** Monday, November 26, 2018 12:08

To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

Could we do the morning of the 5th (next Wednesday?).

On Mon, Nov 26, 2018 at 8:10 AM Ron Tuell <rtuell@haverhillpolice.com> wrote:

Brad,

Sorry saw the message and totally slipped my mind. What does your December look like? Also I have a question for you at the IACP the Deputy and the Chief signed up to go to the party with Shaq. But I guess the lines were really long and so the Deputy got an email for a free Ring Doorbell, only the Chief did not get his, was wondering if you knew of why only one did and not the other?

Thank in advance and look forward to speaking with you,

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Ron Tuell

IT Director / Crime Analyst

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From: Bradley Wentlandt <bradley.wentlandt@ring.com>
Sent: Monday, November 26, 2018 14:33
To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

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To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

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Thanks and stay safe,

Steve Sebestyen

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IACP Member 2144486

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Sent: Monday, November 26, 2018 12:07
To: rtuell@haverhillpolice.com
Subject: Re: Scheduling In-Person Meeting

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Ron Tuell

From: Steve Sebestyen <steve.sebestyen@ring.com>
Sent: Thursday, October 25, 2018 17:21
To: rtuell@haverhillpolice.com
Cc: Bradley Wentlandt
Subject: Scheduling In-Person Meeting

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Ron Tuell

From: Will Thorson <will.thorson@ring.com>
Sent: Thursday, August 23, 2018 20:42
To: rtuell@haverhillpolice.com
Cc: Steve Sebestyen
Subject: Re: Law Enforcement Discount Code

Absolutely Steve!

Hi Ron,

Hope you day has being going well. Below I've attached our Ring Loves Law Enforcement Discount. Along with it are some instructions but if you have any questions please let me know. I'm always happy to help.

Summary
- Everyone in your agency will get a discount for $50 off per device
- You must purchase the device from Ring using your specific work email address — **@haverhillpolice.com**
- The promotional offer is only available while supplies last.
- Here's your code! **nbhaverhill**

Use the link ring.com.

By using the promo code: **nbhaverhill** you and your law enforcement colleagues can get $50 off Ring Video Doorbell 2, Video Doorbell Pro, Video Doorbell Elite, Security Cams, and Ring Alarm.

Best,
Will Thorson

> On Aug 23, 2018, at 7:57 AM, Steve Sebestyen <steve.sebestyen@ring.com> wrote:
>
> Will, meet Ron Tuell from Haverhill, MA, he's the IT director for the PD. We met him in Miami at the SMILE conference a little while back and he and his chief and inquiring about the LEA discount code. I'm also setting up a swing up in MA to meet with them about the Neighbors Portal for LE. Can you generate a code for them and send it over sometime today please?
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> Thanks!
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Ron Tuell

From: Steve Sebestyen <steve.sebestyen@ring.com>
Sent: Thursday, August 23, 2018 10:58
To: rtuell@haverhillpolice.com; Will Thorson
Subject: Law Enforcement Discount Code

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Agency Press Release Template
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Neighbors is a neighborhood watch app that provides real-time, local crime and safety information. Download the free Neighbors app (iOS/Android), join your neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from your neighbors, local law enforcement and the Ring team. Download Neighbors (iOS/Android) today to join your digital neighborhood watch. For more information visit www.ring.com/neighbors.

About Ring
Ring's mission is to reduce crime in neighborhoods by creating a Ring of Security around homes and communities. Ring is an Amazon company. The Ring product line, along with Neighbors by Ring, enable Ring to offer affordable, whole-home and neighborhood security devices and services. In fact, one Los Angeles neighborhood saw a 55 percent decrease in home break-ins after Ring Doorbells were installed on just ten percent of homes. For more information, visit www.ring.com. With Ring, you're always home.

###

Haverhill Police Department Media Contact
Captain Stephen J. Doherty Jr.
Detective Commander
Haverhill Police Department
40 Bailey Blvd
Haverhill Ma, 01830
Office: (978) 722-1549
sdoherty@haverhillpolice.com

Neighbors Media Contact
Kaleigh Bueckert-Orme
Public Relations Coordinator, Neighbors by Ring
media@ring.com
M: 626-260-0416

INTERNAL USE ONLY UNTIL APPROVED

Agency Press Release Template
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Haverhill Police Department Joins 'Neighbors' by Ring to Provide Users with Real-Time, Local Crime and Safety Information

Neighbors aims to reduce crime in neighborhoods by connecting people, security cameras and law enforcement.

HaverhillHAVERHILL, MA – February April X6, 2019 – The Haverhill Police Department today announced that is joining the Neighbors app by Ring (available via iOS/Android here: https://download.ring.com/haverhill) to provide the City of Haverhill's community with real-time, local crime and safety information. The Neighbors network already has millions of users and has been instrumental in catching package thieves, stopping burglaries, and keeping neighborhoods safe.

Residents can download the free Neighbors app, join their neighborhood, and use the app to: monitor neighborhood activity; share crime and safety-related videos, photos and text-based posts; and receive real-time safety alerts from their neighbors, local law enforcement and the Ring team.

Chief Alan R. DeNaro "The and the Haverhill Police Department are is pleased to announce the newly formed partnership with Neighbors by Ring," said Chief Alan R. DeNaro. "Ring technology will greatly assist the Haverhill Police Department with crime reduction as well keeping the community informed of up to date safety and local crime information. We would like to thank Neighbors by Ring for this opportunity."

Jamie Siminoff, Chief Inventor and Founder of Ring, said: "We're excited to have the Haverhill Police Department join Neighbors to keep their community up-to-date on local crime and safety information. Over the past few years we have learned that, when neighbors, the Ring team and law enforcement all work together, we can create safer communities. Neighbors is meant to facilitate real-time communication between these groups, while maintaining neighbor privacy first and foremost. By bringing security to every neighbor with the free Neighbors app, the City of Haverhill's community can stay on top of crime and safety alerts as they happen."

How It Works

- Download the Neighbors app on iOS and Android here: https://download.ring.com/haverhill or by texting 'haverhillma' to 555-888 from your smartphone.
- Opt-In to join your neighborhood.
- Customize the geographic area you want to receive notifications for (users must verify where they are located and cannot participate in other neighborhoods).
- Receive real-time alerts from your neighbors, local law enforcement and the Ring team that inform of crime and safety alerts as they happen.
- View local crime and safety posts via a live feed or interactive map.
- Share text updates, photos and videos taken on any device, including Ring's home security devices.
- Work with your community to make neighborhoods safer.

Field Code Changed

About the Haverhill Police Department

The Haverhill Police Department is comprised of a team of professionals committed to supporting a department philosophy that builds partnerships and empowers the community to work collectively in reducing crime and the fear of crime while improving the quality of life in the City of Haverhill.

About Neighbors

INTERNAL USE ONLY UNTIL APPROVED

ring Neighbors Portal

User Guide

Confidential - For Internal Use Only

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Overview of the Portal

4 Key Features

1. Neighbors Feed
    - Ability to interact and engage with Neighbors (residents)

2. Incident Map
    - Ability to request footage from Neighbors

3. Create Crime and Safety Alerts
    - Send push notifications straight to Neighbor's smart devices

4. Video Management System
    - Keep track of submitted Neighbor videos related to your cases

System Requirements

You can access Portal using Chrome, Firefox or Edge

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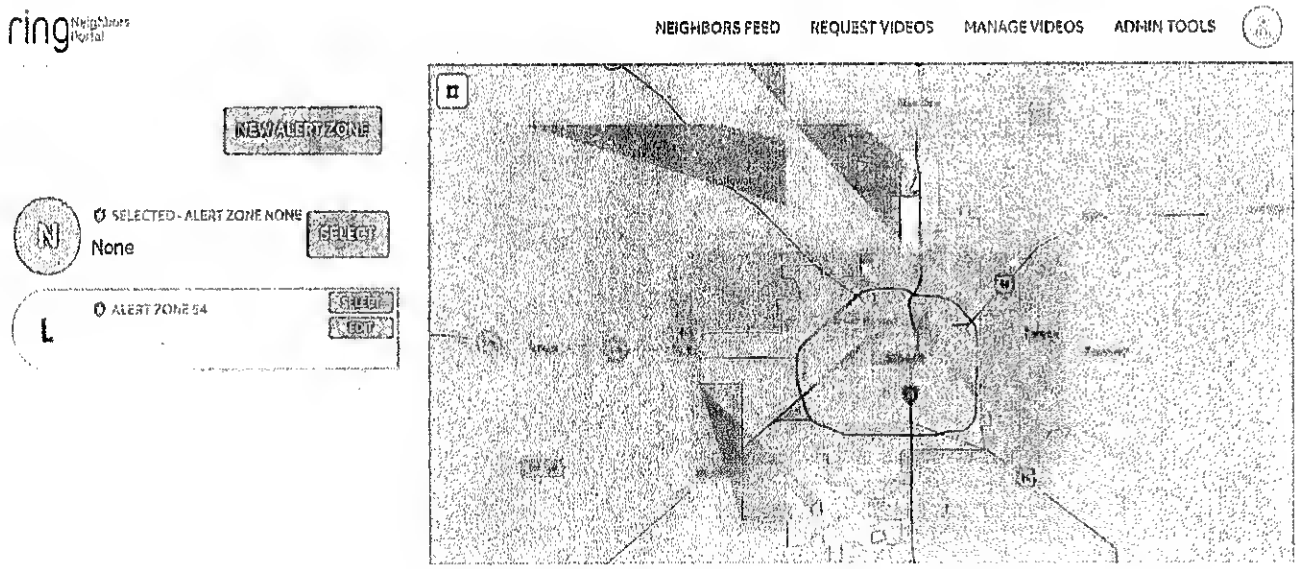
Alert Zones

Alert Zones break up your Department's jurisdiction into smaller zones

Each Portal User must subscribe to an Alert Zone(s)

1. Click the blue Profile icon > Alert Zones
2. Hover your mouse over an Alert Zone on the left to view the zone on the map
3. Click Select to subscribe to an Alert Zone
4. Ring will deliver the most important crime related posts directly to your inbox



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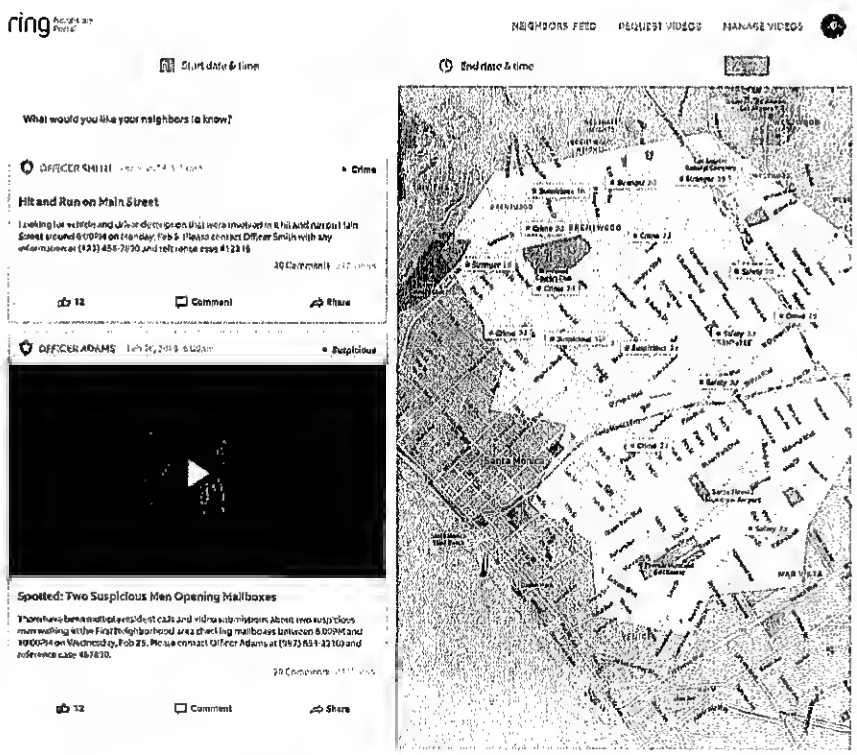
Neighbors Feed

Key Features:

Ability to Engage with Neighbor Posts

Create Crime and Safety Alerts

Incident Map



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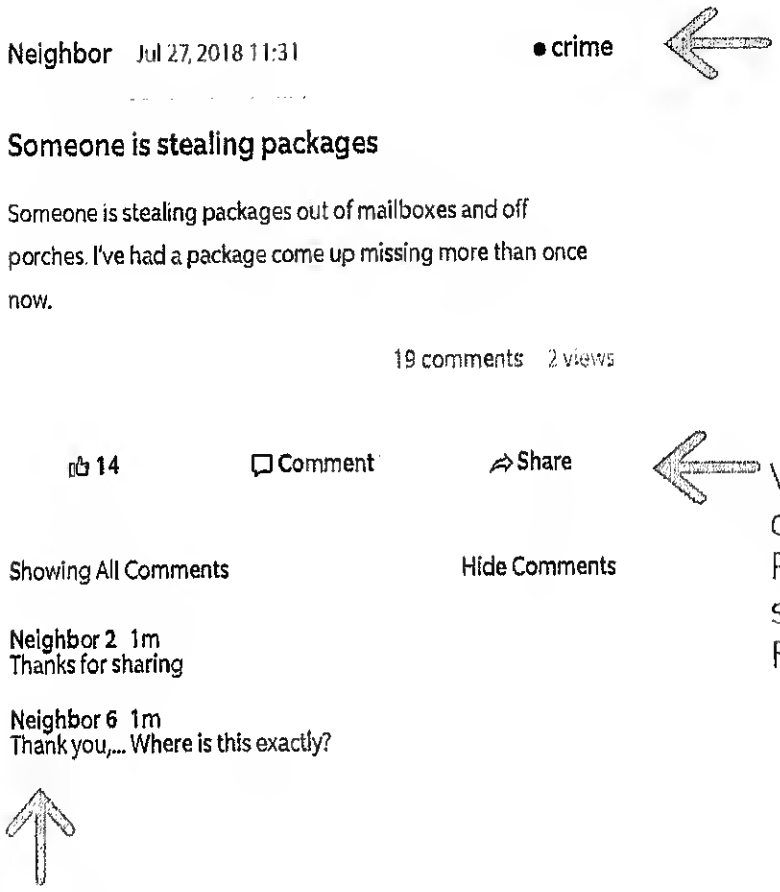
Neighbors Feed: Neighbor Posts



Crime & Safety Only Posts

- ALL Posts and Comments go through a moderation process (24/7 - 365 days a year)
- Process takes 1-3 minutes

View, comment, and/or download videos that Ring users have publicly shared to the Neighbors Feed

All user/civilian Comments are anonymous.

- Creates a safe environment for information sharing and community engagement
- Moderation process ensures offensive, racist, hurtful, etc. comments are not posted

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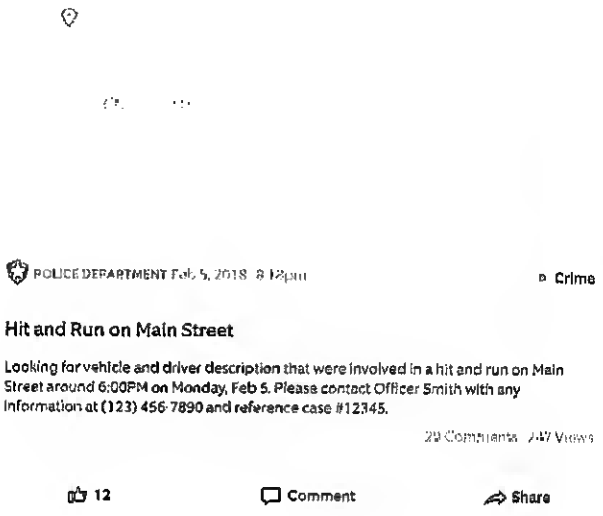
Neighbors Feed: Posting Alerts Overview



Posting New Alerts

Used for requesting info or notifying residents of an incident or crime/suspicious activity

Departments should always provide a location, attach media and short a description of the alert

Low frequency, high relevancy is key

Alerting your community in real time

Departments are able to send crime alerts to neighbors in real-time

Neighbors subscribed to posts/alerts in this area get alerted with a push notification to their locked phone screen

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Neighbors Feed: Posting Alerts Best Practices

How to Post an Alert

1. Click into the Create New Alert box
2. Name your alert
   - Include the subject of the alert
     - "Car break-ins near 1st street"
   - Include the incident type
     - "CRIME", "SAFETY"
3. Enter a location of interest
   - Must type in an address
4. Include a description
   - Keep it detailed and concise

     including:
     - Location of interest
     - Time
     - Case #
     - Detective Names
     - Instructions for civilians to provide information
       - Phone number, email address
5. Tap Alert Neighbors

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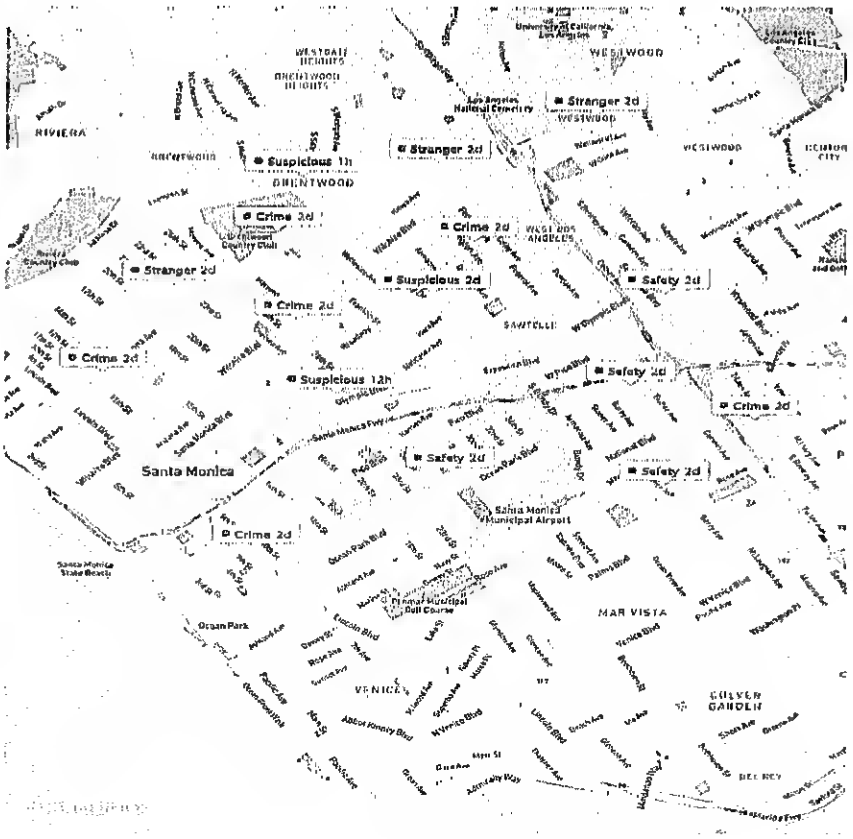
Neighbors Feed: Incident Map

The Incident Map shows posts from the Neighbors Feed geographically.

On the map, you can see locations of Neighbor Posts (exact location obscured for privacy purposes).



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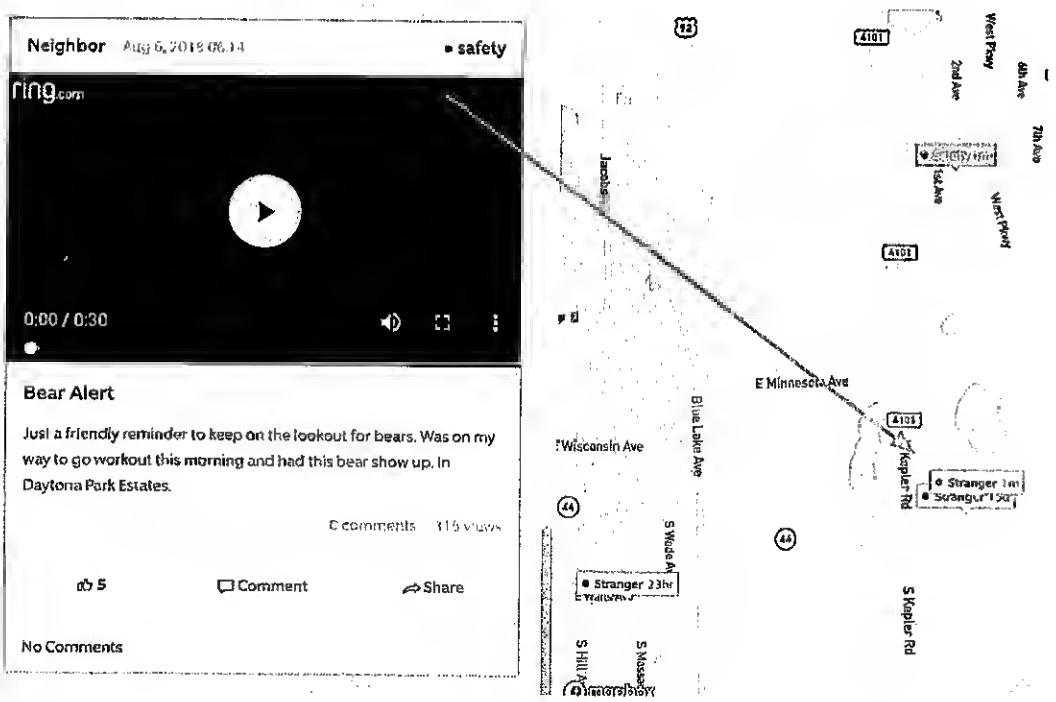
Neighbors Feed: Incident Map Best Practices

The Incident Map (right) corresponds with the Neighbors Feed (left).

Click a drop pin on the map to view the corresponding Neighbor Post in the feed (left).

Zooming in and out of the map rearranges all the Crime and Safety related posts into chronological order on the Neighbors Feed (left).



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Video Request

Key Features:

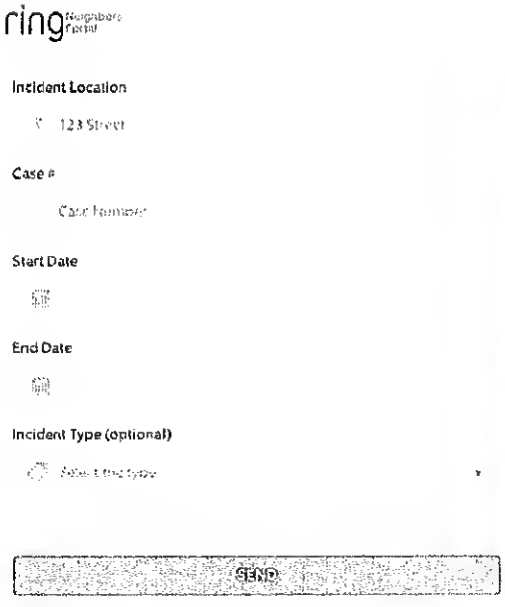
Incident Form

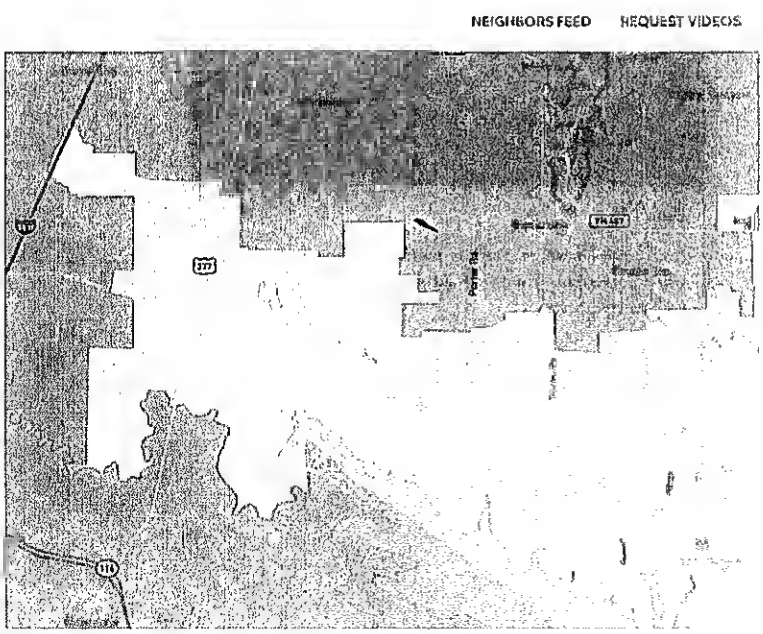
Incident Map of Live Ring Cameras

Zone Configuration

Requesting Video Footage from Neighbors*

**Should only be used for investigate purposes.*





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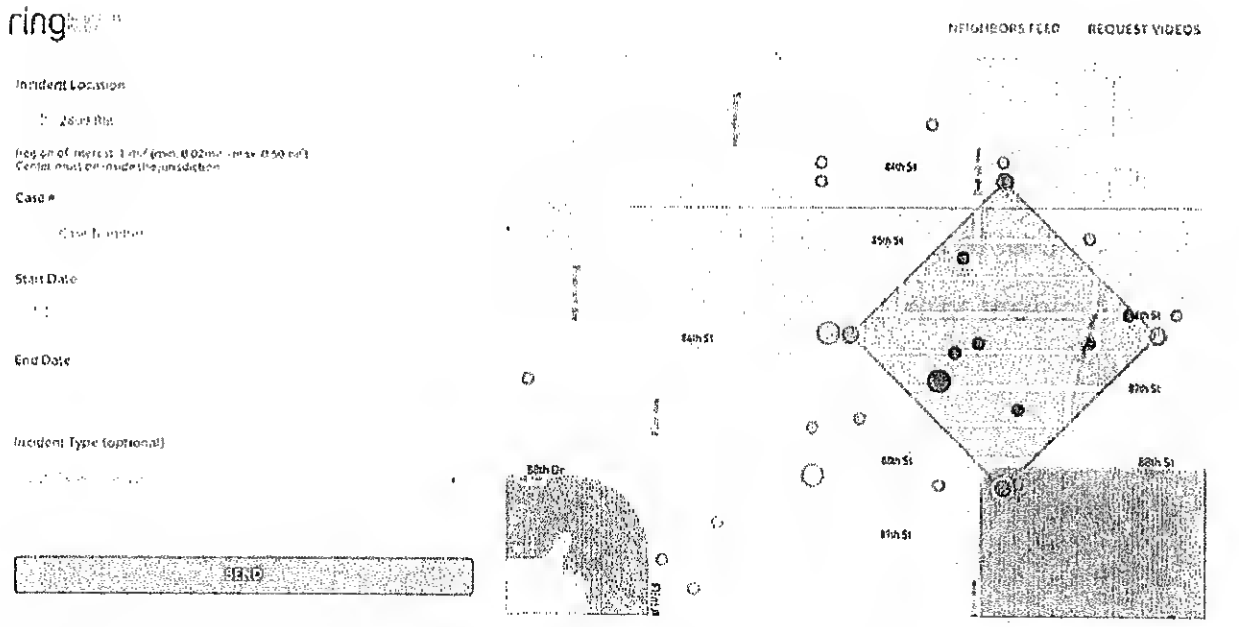
Video Request: Overview

1. Fill out the incident form in Portal
2. Using the Incident Map, form boundaries around where the crime happened and video is needed
3. Ring emails Neighbors on your behalf in the designated area requesting video footage
4. Neighbors receive an email asking permission to share their videos
5. Neighbor approved videos auto populate in portal for your viewing



We've broken down the process in the next few slides.

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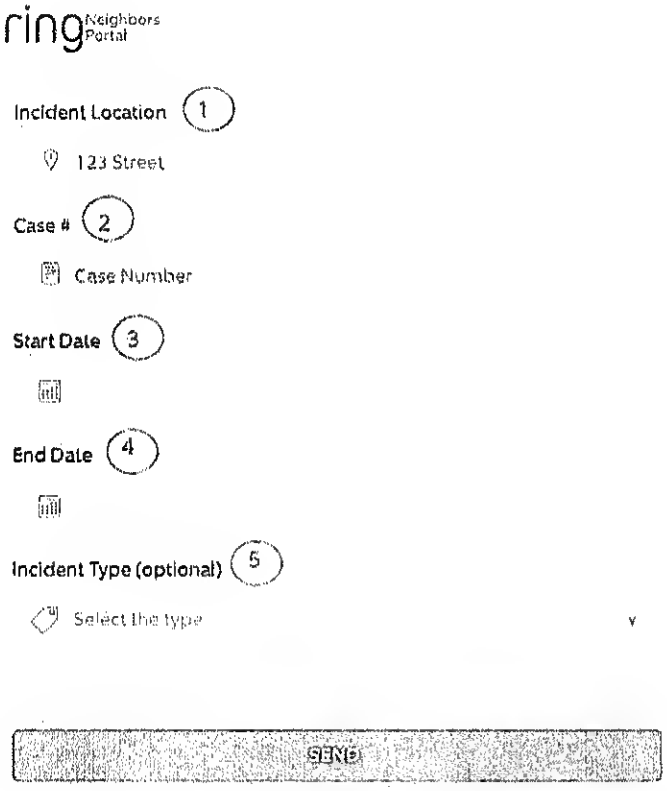
Video Request: Incident Form

1. Incident location - **Manually enter exact address where the incident took place**

2. Case # - **Enter Case number for the incident**

3 & 4. Start Date/ End Date - **Enter the time frame you need videos for (max 12 hour window to request footage for)**

5. Incident Type - **Click the dropdown box to choose what type of Incident took place (optional)**



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Video Request: Zone Configuration

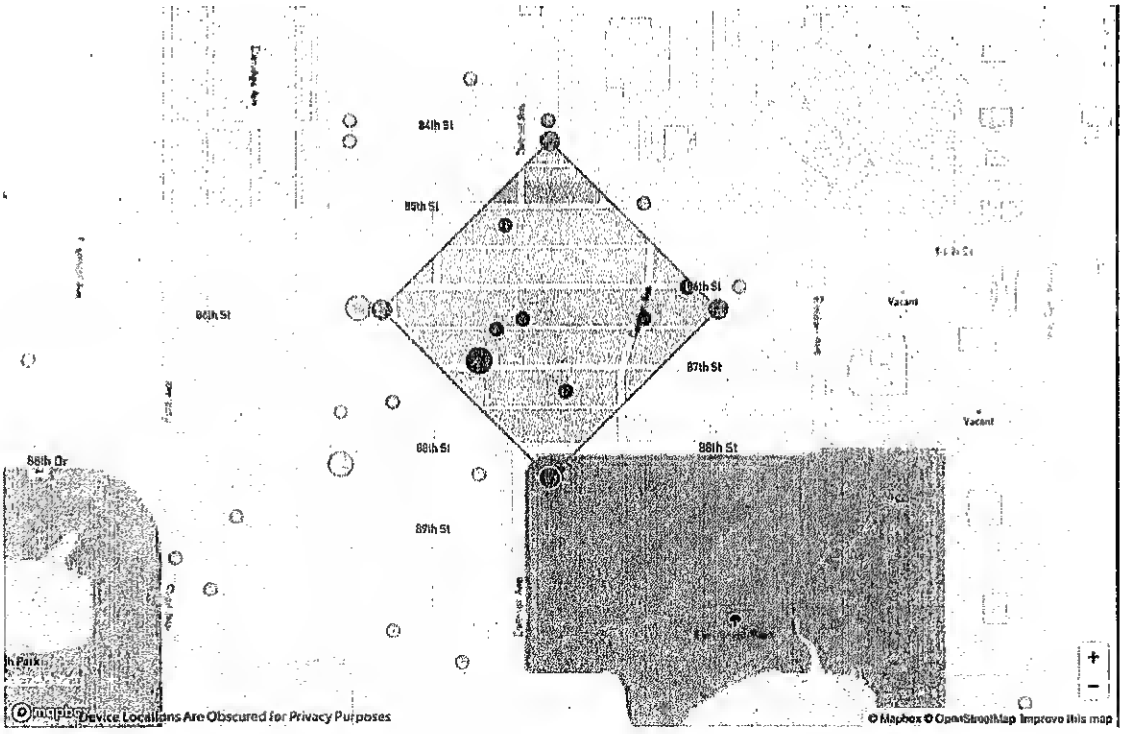
You can configure an area of cameras you want to pull video from.

Drag and pull access points to draw your zone.

All the cameras in the yellow zone will be asked to share videos.

The max distance to pull video is a square half mile.

You can only ask for videos from Neighbors within your jurisdiction.



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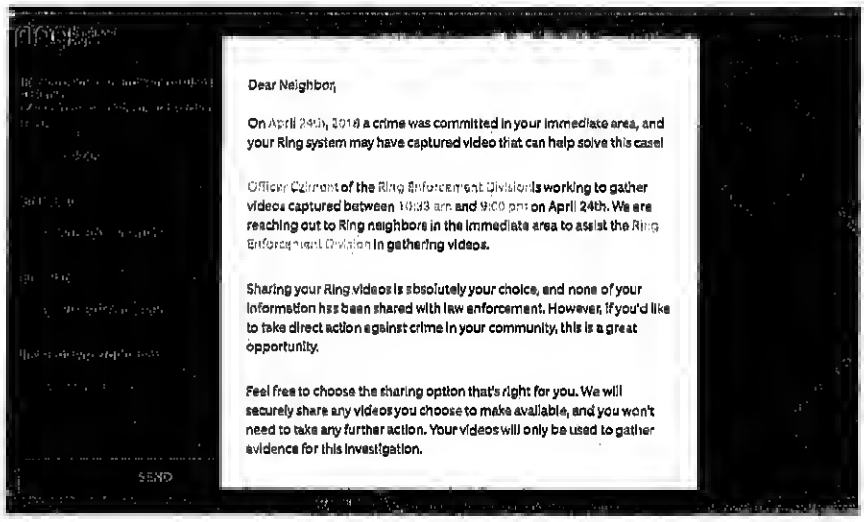
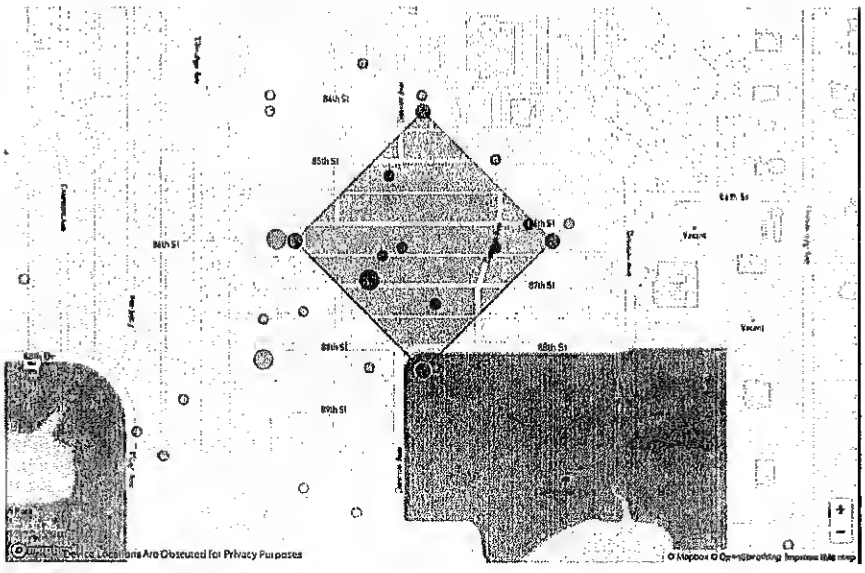
Video Request: Confirming the Video Request

You can review the email (top) before sending the video request to all cameras in the highlighted yellow shape (bottom).





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Video Request: Email

Neighbors will have 4 options when you request footage:

1. Share Videos
2. Review Videos
3. Don't Share
4. Unsubscribe

---

ring

Dear Micah,

On March 1st a crime was committed in your immediate area, and your Ring system may have captured video that can help solve this case!

Deputy Carroll of the LAPD is working to gather videos captured between 2PM on March 1st, and 4AM on March 2nd. We are reaching out to Ring neighbors in the immediate area to assist the LAPD in gathering videos.

Sharing your Ring videos is absolutely your choice, and none of your information has been shared with law enforcement. However, if you'd like to take direct action against crime in your community, this is a great opportunity.

Feel free to choose the sharing option that's right for you. We will securely share any videos you choose to make available, and you won't need to take any further action.

This is a time sensitive matter, so we look forward to your response. Thank you for being a Ring neighbor!

Stay safe,
Ring

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ring

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Video Request: Neighbors Reviewing Videos

This is how Neighbors review their videos before sharing with Law Enforcement.

Neighbors can share all, none, or just a subset of videos that fall within the timeframe requested by you.

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Manage Videos

Key Features:

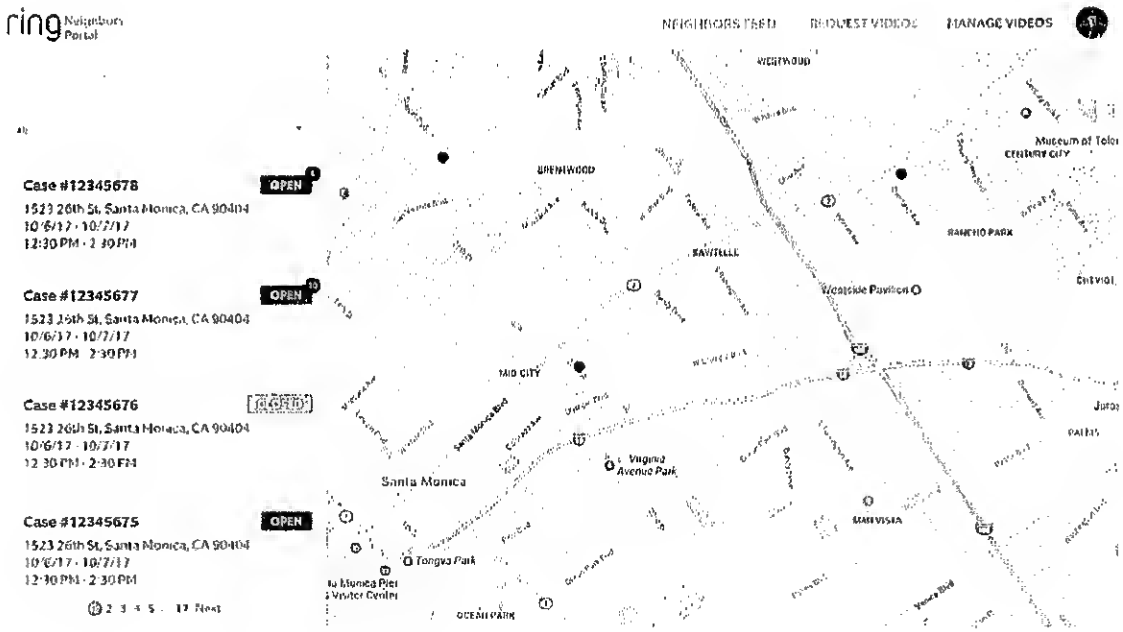
Manage Cases

Map and Timeline Video Filtering

Tagging and Sorting Videos

Reviewing Cases and Videos

Video Storage



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Manage Videos: Manage Cases

Admin has access to view all cases the Department has created.

All other Users will only see the cases they have created.

Search for cases by:

- Case Number
- Newest to Oldest
- Open/Closed
- Location

The Red Icon informs you that there are new videos to that particular case that need to be reviewed.

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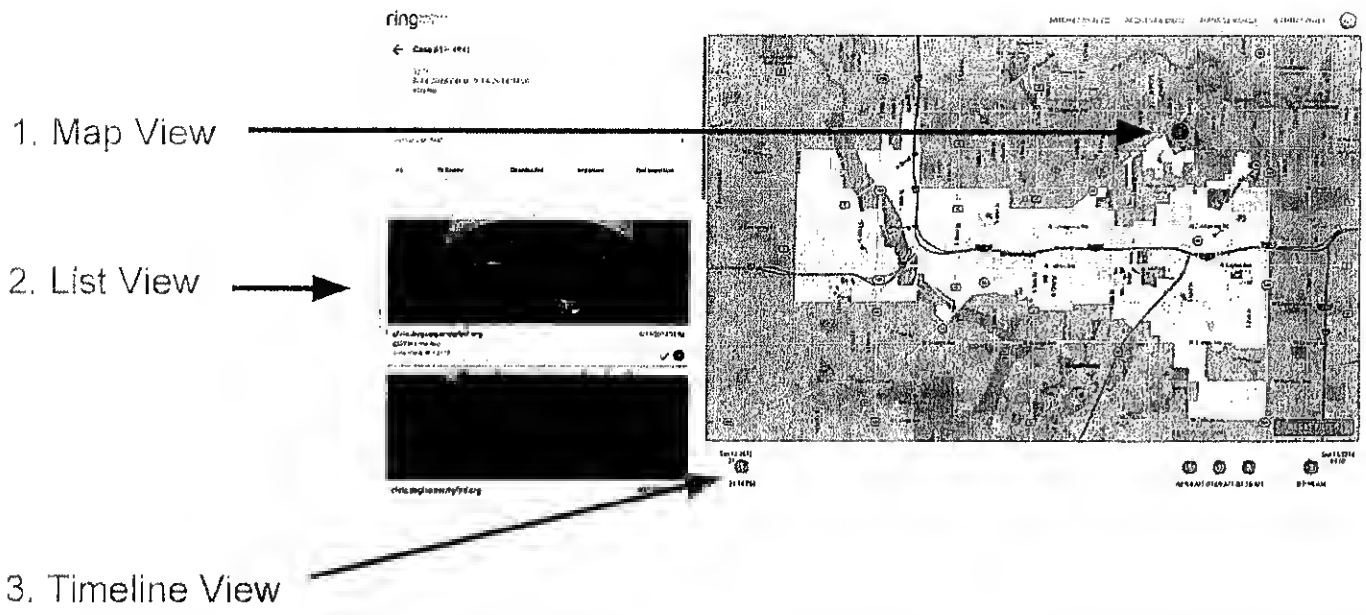
Manage Videos: Managing Specific Cases



1. Map View: Indicates # of videos based on location

2. List View: Shown on the left. Videos displayed in chronological order

3. Timeline View (Scrubber): Indicates # of videos based on time

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Manage Videos: Tagging and Sorting Videos

All - All videos that have been summited

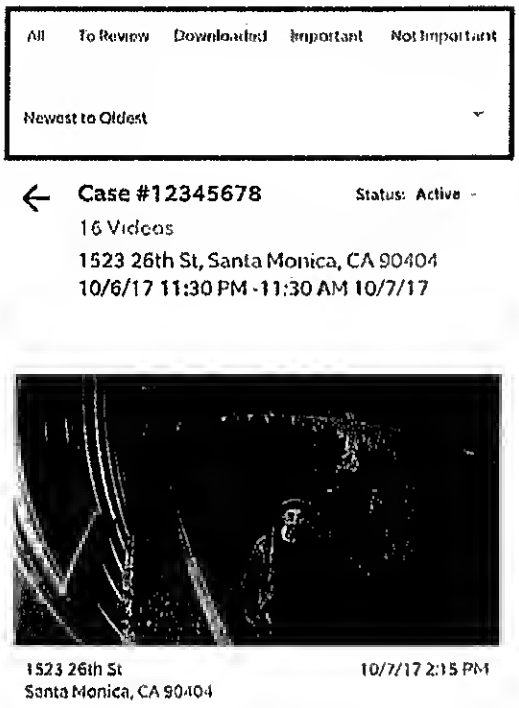
To Review - New videos that need to be reviewed

Downloaded - Videos that have been downloaded off of Portal onto a computer

Important - Videos that have been marked to keep for further investigation

Not Important - Videos that do not provide evidence to the case

(Videos do not get deleted off of Portal)



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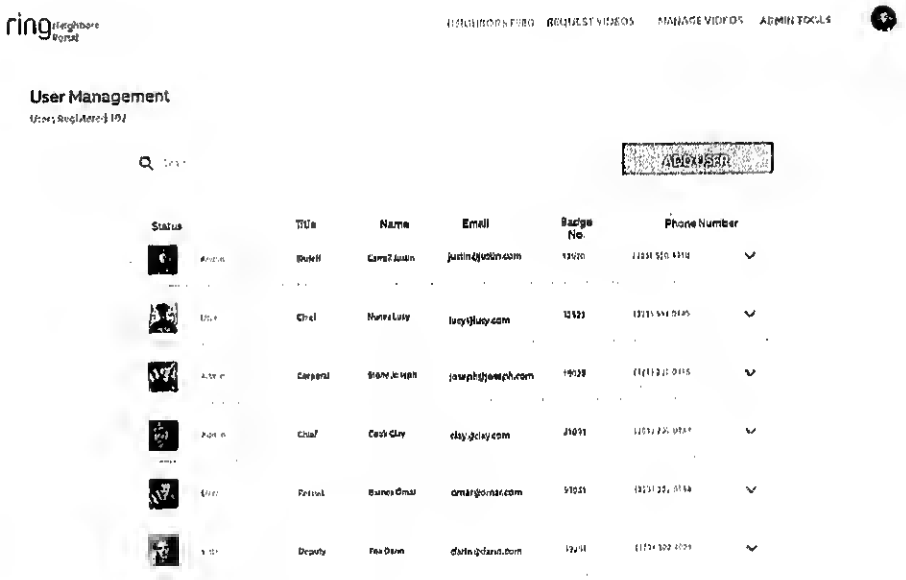
Admin

Key Features:

Inviting Users

Updating Users Information

Reviewing Cases



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Admin: Managing Users

Access for Admin users only

Admin users can add/delete Users on/off Portal and also update personal info

Clicking on Users brings up the cases assigned to him/her

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FAQs

- General Questions
- Accounts
- Legal
- Video Request
- Manage Videos
- Neighbors Feed

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FAQs: General Questions

Can I see the exact address of cameras in the Neighbors Feed?

No, we obscure the exact location of devices to protect User's privacy.

Once a Neighbor shares their video with a Department, can anyone in the Department view that video?

No, only the Portal Admin and requesting officer have access to the video.

Who is the Server Host?

AWS (Amazon Web Service).

When a Neighbor is reviewing their videos for submission, is the video footage that matches the search checked or unchecked by default?

Checked by default.

Are your videos Time Stamped?

Yes, videos include a time stamp in time zone UTC.

Are there any system requirements?

Yes, Portal works best with Google Chrome, Firefox, or Edge browsers.

Does the Neighbor remain anonymous when submitting a video to Portal when requested?

No, once a Neighbor shares their video their street address, phone number and email address are revealed.

Who can I contact for Portal support

For technical support and/or feedback, contact your Account Manager at any time.

Can I see the number of cameras that are in my jurisdiction?

No, Portal does not show all cameras. When you request video footage, you will see the approximate camera density in the area.

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FAQs: Accounts

Can I extend my jurisdiction line?

Yes, but only for visibility. You will not be able to request video footage to Users outside of your jurisdiction.

As a Portal Admin, can I audit the user and their messages?

No. If there is a specific message or action that needs auditing, contact your Account Manager as soon as possible.

Will certain Portal Users not have access to Request Videos or Manage Cases?

Yes becausethere are different levels of access: Admins and Users.

Can I delete a User off of Portal?

Only Admins have access to remove Users off of Portal.

FAQs: Legal

How does a Video Preservation Request work?

Departments can email Subpoena@ring.com asking Ring to save videos for the following period until a search warrant is obtained by providing us the following information: Location, Name or the Mac ID of the Ring Device.

Who do I ask for a Subpoena?

You can email Subpoena@ring.com

Who is the "Legal" contact for the Portal?

You can email legal@ring.com

When a Neighbor shares their videos do they release their rights to that video?

When Neighbors share their videos they become available for public viewing.

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FAQs: Request Videos

What does the Sharing Video process look like from the Neighbors perspective?

Share Video = Sharing all video within requested time frame without reviewing
Review Video = Videos must be reviewed by Neighbor, then check marked to share
Don't Share = Neighbor chooses to decline sharing their videos

Can I edit a 'Video Request' once it gets sent out to the Neighbors?

No, you cannot make changes once the request has been sent.

When requesting videos, do I need to enter an exact address in the incident location?

Yes, an exact address is needed to continue.

Can I make changes to the Video Request email that goes out to the Neighbors?

No, you cannot make changes once the email has been sent.

What is the maximum time frame videos can be requested from?

12 hours max. The smaller the time frame, the better the results.

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FAQs: Manage Videos

Once a civilian shares requested videos with me, can I see their exact address?

Once a civilian shares a video directly with your Police Department you will see the exact address of where the videos came from.

What are the Red Icon numbers in the Manage Videos tab of Portal?

These icons indicate videos that need to be reviewed within each case.

How do I actually review a video?

The User will need to click on the video from the list for it to be considered reviewed.

Does marking a video as unimportant delete the video off of Portal?

No, videos clicked as unimportant are listed in the unimportant section of the case. You cannot delete videos off of Portal.

How long do videos stay in Portal?

Once a video is shared to Portal it will live there indefinitely.

Can I download videos off of Portal onto my desktop?

Yes, videos can be download onto your desktop in MP4 format.

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FAQs: Neighbors Feed

Is there a character limit when creating a Post or commenting to Neighbors?

No, there's no limit.

When creating an Alert in Portal, does my entire community in my jurisdiction see the alert?

No, not everyone will see this alert. Only the Neighbors who have that area highlighted in the Ring App Settings for their neighborhood will receive it.

When I comment on Neighbors Posts will it show a specific title?

Yes, it will show your Title and Last Name.

If Neighbors comment on my Post does everyone receive alerts?

No, not at this time.

What is the View Number in the comments?

The view number is how many times the video has been watched, not how many people have watched it.

How long do those pinpoints stay on the map after a Neighbor/Department posted something?

There is currently no expiration date, but the user will have to scroll down the list and click "more" to continue loading older events

Am I able to see Videos from communities outside of my jurisdiction?

Neighborhood Posts outside the jurisdiction are visible and do appear in the feed if they are visible on the map.

Will I be able to see other departments post?

Yes, Departments will be able to see other Departments post but will not be able to comment on the Post.

Am I able to comment on Neighbors post outside my jurisdiction?

Yes, Commenting on these Posts will soon be restricted.

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